

CORPORATE SOCIAL RESPONSIBILITY POLICY

Higher Swing Pty Ltd acknowledges that our business influences society. We have a social responsibility to our partners, our employees, our customers and other third parties as well as the broader community in which we operate.

We are committed to taking responsibility for our actions and encourage a positive contribution towards improving standards for our partners and employees, minimizing our impact on the environment, and improving the quality of the local community.

By putting Corporate Social Responsibility (CSR) into practice, we are committed to:

- Conducting ourselves responsibly and in an ethical manner
- Creating a safe, positive, and supportive working environment for employees
- Supporting local communities
- Improving service levels to our partners and customers
- Acting safely and fairly in our dealings with our partners, suppliers and other third parties
- Supporting anti-bribery and anti-corruption practices
- Minimising the impact on the environment

COMMUNICATION

We communicate this policy to our employees, partners, and other stakeholders by means of our website, publicity materials, and internal training.

We provide our employees with training on our CSR strategy and this policy and seek to raise awareness of any negative impacts of our business and methods to reduce them.

RESPONSIBILITY

The Director has overall responsibility for our CSR strategy and for implementing this policy and has a key role in ensuring the systems and controls we have in place are effective.

All employees have a role to play in complying with our CSR objectives and are encouraged to make further suggestions in relation to initiatives we could undertake.

We are committed to the highest possible standards of openness, honesty, and accountability. In line with that commitment, we actively encourage all employees who have serious concerns about any real or perceived departure from the high ethical standard that we set to voice those concerns with the Director.

We are committed to ensuring our policy remains up to date, compliant and relevant to the needs of the business, its partners, and its clients. As part of our ongoing commitment, this policy is reviewed at least annually to verify its effective operation across the business. Records of the reviews are maintained, and any necessary amendments are made to the policy, as appropriate.

OUR CSR PRINCIPLES

Our Conduct

We aim to adopt the highest professional standards and not to act in such a way as to compromise our integrity.

We actively promote respect between our employees in their dealings with each other and with our partners, customers, and other third parties.

Working Environment

We recognize that our employees are our most important resource. We actively seek to offer our employees a safe, positive, and healthy working environment and ensure that they have rewarding careers and job satisfaction.

We communicate the rights and expectations of all employees.

We seek to ensure that all employees have access to the training they need both for their own development and to enable them to deliver a high-quality service.

We consider all employees to be equal and we aim to create a working environment which is free of unlawful discrimination and psychosocial harm.

Community

In considering our impact on the community we have resolved to sponsor or otherwise support local charities. We may preserve a budget to make monetary donations to support not for profit organisations or movements that share similar values and align with our own mission.

We will allow employees time off work to enable them to carry out work in support of their chosen charity and to encourage dialogue with local communities and groups for mutual benefit.

Customers

We are committed to delivering a high level of service to all our customers. We understand that our business exists in a competitive market and to retain our customers we need to deliver a professional and courteous service.

Wherever possible, we take steps to promote equal opportunity in relation to access to the services that we provide. We consider the diversity of the communities we serve to ensure that, subject to funding constraints, our services are accessible to all clients.

Partnering Businesses

We are committed to eliminating unlawful discrimination and to promoting equality and diversity in our professional dealings with partners and other third parties.

We endeavor to enter clear and fair contracts with our partners and suppliers. We commit to the timely settlement of invoices.

Wherever possible, we aim to support the local economy by engaging with local small businesses.

Environment

We are committed to behaving responsibly and to minimising our impact on the environment. We aim to minimise our impact on the environment by:

- Minimising waste and adopting sensible recycling policies in respect of our paper and food consumption
- Providing safe and comfortable work conditions
- Ensuring that electrical equipment and lights are off when not in use
- Ensuring that heating is turned off or down outside office hours